<https://www.centurylink.com/wholesale/pcat/commercial-resale-general.html>

**Wholesale: Products & Services**

**Product Catalog (PCAT)**

**Commercial Resale - General - V1**

[History Log](https://www.centurylink.com/wholesale/downloads/2020/201002/HLCommercial_Resale_V1.doc)

**Product Description**

CenturyLink™'s retail telecommunications products and services are available for resale by Customers to their end-users. The term 'Resale' generally refers to the 'resale' of fully finished Residential, Business and Integrated Services Digital Network (ISDN) services and features. This means that CenturyLink provides the end-to-end service all the way to the end-user, with your brand instead of CenturyLink's.

Resale provides you the ability to act as the end-user's single point of contact for all activities, including ordering, repair calls, inquiry and billing questions for their local exchange service. CenturyLink retail telecommunications services are available for resale from CenturyLink pursuant to the Telecommunications Act of 1996 and includes the terms and conditions in CenturyLink's applicable product Tariffs/Catalogs/Price Lists. You may purchase services for resale under tariff from CenturyLink and in turn resell these products to your end-users.

Anything not listed here is unavailable for Resale. If a customer believes that a service not listed should be available for Resale, please work with your Regulatory Support Manager to determine if something is available.

* Commercial Resale - Centrex Prime®
* Commercial Resale - Direct Inward Dialing (DID®)
* Commercial Resale - Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) also known as Basic Rate Service (BRS)
* Commercial Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) also known as Primary Rate Service (PRS)
* Commercial Resale - Local Exchange Services – Business and Residence Plain Old Telephone Service (POTS)
* Commercial Resale - Market Expansion Line® (MEL)
* Commercial Resale - Private Branch Exchange (PBX) Trunk Service
* Commercial Resale - Public Access Lines (PAL)
* Wide Area Telephone Service (WATS)
* Intrastate WATS
* Outbound WATS (not shared with a carrier)

The following services are available to Resellers as part of the finished service when purchasing CTL Local Exchange Services out of the applicable Tariff:

* Access to Emergency Services (911/E911)
* Directory Assistance (DA) Service
* Intra-Local Access and Transport Area (IntraLATA) Long Distance
* Operator Services
* Telephone Assistance Plans
* Telecommunications Service Priority
* White Pages Directory Listings

Specific products include standard features as part of the finished service.

**Availability**

Commercial Resale products are available where facilities exist throughout [CenturyLink QC](https://www.centurylink.com/wholesale/pcat/territory.html).

**Terms and Conditions**

As a Reseller you may be required to obtain certification or approval from State regulatory commissions in the states in which you intend to offer telecommunications services to the public. It is your responsibility to comply with each state's requirements for providing local exchange service.

It is your responsibility to provide CenturyLink with accurate end-user location information for state regulated emergency reasons. Information regarding the 911/Enhanced 911(E911) system is located in [Access to Emergency Services (911/E911)](https://www.centurylink.com/wholesale/pcat/911.html).

CenturyLink will accept one white page directory listing for each main telephone number at no charge. Additional information about directory listings is available in [White Pages Directory Listings](https://www.centurylink.com/wholesale/pcat/whitepagedirlist.html).

To identify CenturyLink retail products available for resale view the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

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Services available for resale may be resold only to the same class of end-user that CenturyLink Retail provides the services to, and the services must have been approved by the state commissions or agencies.

If you purchase telecommunications services for your own internal or administrative use, and are not reselling these services to an end-user, you must indicate that to CenturyLink. These are considered to be Administrative Lines; they are billed at the retail rate on a separate account from your resold services. This policy applies regardless of whether you are using the telecommunications services for your own use or provisioning the services to your parent corporation.

Special Access/Private Line Transport Services are not available for Resale under an LSR process. Any customers wishing to order Special Access or Private Line Transport Services may order such services via ASR under the terms of the applicable tariff or agreement and resell such services.

**Technical Publications**

Technical characteristics are contained in the applicable Tariff and may have references to certain Technical Publications.

**Pricing**

**Rate Structure**

Primary Interexchange Carrier Charge (PICC) is a CenturyLink charge billed to you as CenturyLink's customer of record for providing access to the Interexchange Carrier's (IXC's) network when an IXC has not been designated by you on the end-user's line.

If you change your end-user's Primary Interexchange Carrier (PIC), CenturyLink will bill you the retail PIC change charge. Any change in your end-user's InterLATA or IntraLATA PIC must be requested by you on behalf of your end-user, CenturyLink will not accept any changes from anyone other than you on behalf of the end-user. Information describing long distance carrier selection is available in the [Long Distance Carrier Selection Overview](https://www.centurylink.com/wholesale/preorder/ldselection.html).

When you transfer an end-user's service from another Reseller or from CenturyLink, you will incur a Customer Transfer Charge (CTC).

The following surcharges apply on resold services.

|  |  |
| --- | --- |
| **Surcharges** | **USOCs** |
| Federal Customer Access Line Charge (CALC) or end-user Line Surcharges | 9LM, 9ZR, 9ZRB1, 9ZRMR |
| Local Surcharge for Emergency Reporting Service/911 Emergency Service Fund | UTX++ |
| Rating Element for an access line | \* DTLBX, DTLRX |
| State USF | No USOC needed |
| Telecommunications Relay Charge | AH8 |
| Telephone Assistance Plan (TAP) | LXSMN |

\* The DTLRX USOC is applicable only in Arizona and Utah and the DTLBX USOC is applicable only in Utah.

You are responsible for putting the USOCs on the appropriate Local Service Ordering Guidelines (LSOG) form except on POTS orders as EASE-LSR automatically adds them to the Local Service Request (LSR).

Use of USOCs and FIDs are described in the [Universal Service Order Codes (USOCs) and Field IDentifiers (FIDs) Overview](https://usocfidfind.centurylink.com/).

**Rates**

CenturyLink's retail rates for products and services apply to resold services.

A nonrecurring charge applies to the installation of service(s) and in some states a disconnect service(s) charge will apply.

Retail rates are located in the state specific [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html).

**Tariffs, Regulations and Policies**

You can view and/or have access to end-user information specified by your agreement. Your request may be submitted using EASE-LSR or fax. The requested Customer Service Record (CSR) will be provided to you once proprietary information, and unregulated product and service information have been filtered.

Restricted information includes:

* CPE
* Information services
* Product and service information to enhanced services
* Proprietary information

Tariffs, regulations and policies are located in the state specific .

**Telecommunications Service Priority (TSP)**

Telecommunications Service Priority (TSP) is the regulatory, administrative and operational system that authorizes and provides priority treatment in the provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP service refers to the telecommunications services that are needed to maintain a state of readiness. They are used to respond to and manage any event or crisis (local, national, international) that:

* Causes, or could cause injury or harm to the population
* Causes, or could cause damage to or loss of property
* Threatens the NSEP posture of the United States

TSP is a FCC mandate, however it is not a service that CenturyLink is promoting or actively selling. An end-user must obtain an authorization code through the National Communications Systems (NCS) office before placing an order for TSP with CenturyLink. The authorization code will determine the restoration priority of the telecommunications services. Contact your [CenturyLink Sales Executive](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for additional information.

**Optional Features**

Many retail Calling Features and Services are available for resale and can be ordered with the product or services, or separately.

Check the retail tariffs for features at [Tariffs/Catalogs/Price Lists](https://www.centurylink.com/aboutus/legal/tariff-library.html) or contact your [CenturyLink Regulatory Support Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) for assistance.

**Implementation**

**Product Prerequisites**

If you are a new Customer and are ready to do business with CenturyLink, view [Getting Started as a Resellers](https://www.centurylink.com/wholesale/clecs/reseller_index.html).

**Pre-Ordering**

General pre-ordering activities are described in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

Border town characteristics are described in the [Pre-Ordering Overview](https://www.centurylink.com/wholesale/clecs/preordering.html).

Requirements for pre-ordering are described in Local Service Ordering Guidelines ([LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html)) Pre-Order.

Information regarding mechanized pre-ordering activities and requirements is located in the [EASE-LSR User's Guide](https://ease.lumen.com/).

If your end-user's address does not appear in [EASE-LSR](https://ease-lsr.lumen.com/) you may need to contact the [Customer Service Inquiry and Education (CSIE)](https://www.centurylink.com/wholesale/clecs/escalations.html) for assistance.

New developments and new construction may not yet be in the Street Address Guide, or in CenturyLink's internal systems. The CSIE representative may have to get the information added to the database.

If street address information that you are inquiring on is not available, you can either:

* Retain the request from your end-user until the Street Address Guide is updated and then forward the request, or
* Send the request with an entry on the [End User (EU)](https://www.centurylink.com/wholesale/clecs/lsog.html) form in the NCON field (New Construction) to indicate that the address was not validated in the Street Address Guide, and make an entry in the REMARKS field to call when the address has been verified.

**Ordering**

General ordering activities are described in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

Orders should be placed using the [EASE-LSR Extensible Markup Language (XML)](https://ease.lumen.com/) or [EASE-LSR Graphical User Interface (GUI)](https://ease-lsr.lumen.com/).

Resale orders are submitted using the LSOG forms. Service specific forms have been designed to accommodate ordering conditions specific to a service type and must be associated with the local service request.

The following forms may be required and vary based on the product requested:

* LSR
* EU
* Resale Services (RS)
* Centrex Resale Services (CRS)
* DID Resale Service (DRS)
* Directory Listing (DL)

Field entry requirements are described in the [LSOG](https://www.centurylink.com/wholesale/clecs/lsog.html).

When requesting a full conversion from existing Retail/Resale/commercial local exchange services e.g. CenturyLink™ Local Services Platform (CLSPTM) using the LSR ACT Type = V, all listings on the current account must be addressed by providing the end-state of the listing on your LSR. If there are no change(s) to the listing(s), the listing(s) should have the LACT value of Z. If the LSR ACT Type = V, and a LACT value of Z is present on the DL form, the TN will be used for validation purposes, but all other information on the DL form will be ignored. The listing will remain exactly as it exists on CenturyLink's Customer Service Record. LSRs with 'LACT = N - New Listing' selected when changes are being made to existing listings will be manually rejected by CenturyLink. Only new listings may be added with LACT = N during conversion activity. Existing listings may be deleted during conversion activity with LACT = D - Delete Listing.

When submitting a request to change a telephone number, a nonrecurring charge to change the telephone number may apply. Annoyance type calls or duplicate number assignments are examples of when the charge may not apply. If you decide that a charge is appropriate, you are responsible for entering a USOC to bill the charge on the RS form.

* Enter N in the FA field
* Enter the USOC in the FEATURE field

Telephone Number Change Charge USOCs

|  |  |
| --- | --- |
| **State** | **USOC** |
| Arizona, Colorado, Idaho South, Minnesota, Montana, Nebraska, New Mexico, South Dakota, Utah and Wyoming | NCK |
| Idaho North, Oregon and Washington | CDD |
| Iowa and North Dakota | NRCSC |

When adding, changing or removing features, e.g., Call Forwarding, Voice Messaging or Hunting, you should review the entire CSR for impacts to all lines on the account. You are responsible for adding, changing or removing all appropriate USOCs on the RS form in order to guarantee correct billing and provisioning.

Multiple accounts may be converted on the same request as long as the accounts will be combined into one CSR, for the same customer, at the same location, and for the same due date.

If there are no facilities available at the time service is requested, CenturyLink will follow the same process for Delayed Service Request (also known as Held Order) resolution that is used for CenturyLink retail orders for the same services. Additional information regarding delayed service request handling is available in the [Ordering Overview](https://www.centurylink.com/wholesale/clecs/ordering.html).

You should contact your [CenturyLink Regulatory Support Manager](https://www.centurylink.com/wholesale/clecs/accountmanagers.html) if assistance if required.

[Interim Number Portability (INP)](https://www.centurylink.com/wholesale/pcat/inp.html) (where Local Number Portability is not available) and Local Number Portability (LNP) are available on resold accounts. Detailed LNP information including pending order activity handling is available in [Local Number Portability (LNP)](https://www.centurylink.com/wholesale/pcat/lnp.html).

**Provisioning and Installation**

General provisioning and installation activities are described in the [Provisioning and Installation Overview](https://www.centurylink.com/wholesale/clecs/provisioning.html).

Regardless of which Class of Service is resold, physical network circuit requirements are identical for both Resale and Retail provisioned services. At this time, there are no identified additional network requirements or extraneous equipment needed to provision a resold service, unless otherwise noted by specific product type (e.g. ISDN CPE).

Requests for new service follow the provisioning process used by CenturyLink to provision service to CenturyLink retail end-users.

For Order status information for Resale products refer to Customer Electronic Maintenance and Repair-Maintenance Ticketing Gateway (CEMR-MTG). This tool requires a [digital certificate](https://www.centurylink.com/wholesale/clecs/electronicaccess.html). For additional information about CEMR-MTG, access the [CEMR-MTG Job Aid](https://www.centurylink.com/wholesale/systems/cemr-mtg.html).

**Maintenance and Repair**

General maintenance and repair activities are described in the [Maintenance and Repair Overview](https://www.centurylink.com/wholesale/clecs/maintenance.html).

**Billing**

Resale products have a one-month minimum billing period requirement. This is the period of time for which you are required to pay the entire monthly recurring price for the services, even if you do not retain them for the entire month.

Resale products are billed out of ~~the~~ Ensemble ~~Customer Records and Information System (CRIS)~~ or the Carrier Access Billing System (CABS) depending on the product ordered. A summary bill is provided monthly and includes information on multiple end-user accounts. Ensemble is the new billing system for customers. For questions about the bill, please follow the instructions on the reverse side of each billing statement.

The Ensemble bill is described in [Billing Information – Ensemble](https://www.centurylink.com/wholesale/clecs/ensemble.html).

~~CRIS billing is described~~ ~~in~~[~~Billing Information – Customer Records and Information System (CRIS)~~](https://www.centurylink.com/wholesale/clecs/cris.html)~~and~~ Ensemble Billing is described in [Ensemble](http://lxdenvmap422.qintra.com:50000/wholesale/clecs/ensemble.html) and CABS billing is described in [Billing Information - Carrier Access Billing System (CABS)](https://www.centurylink.com/wholesale/clecs/cabs.html).

Loss and Completion Reports are generated based on loss and gain account activity. Completion notification including Loss and Completion Reports, are described in [Billing Information – Additional Outputs – SMDR, Completion Report, Loss Report](https://www.centurylink.com/wholesale/clecs/output.html).

**Training**

View CenturyLink courses by clicking on ~~Course~~[Training Catalog](https://www.centurylink.com/wholesale/training/coursecatalog.html).

**Contacts**

CenturyLink contact information is located in [Wholesale Customer Contacts](https://www.centurylink.com/wholesale/clecs/customercontacts.html).

**Frequently Asked Questions (FAQs)**

1. Can I change the way I receive the bills; from manual to mechanized?

The method by which you receive the bills cannot be changed without changes being made to the [New Customer Questionnaire](https://www.centurylink.com/wholesale/clecs/newcustquestionnaire.html). The New Customer Questionnaire provides CenturyLink with essential billing, ordering and contact information. Additional requirements may be needed to change to the new method.

1. What happens if an end-user's address cannot be validated?

New developments and new construction may not yet be in the Street Address Guide file or in CenturyLink's internal systems. You can either:

* + Hold your end-user's request until the Street Address Guide has been updated and then forward the request to CenturyLink, or
  + Send the request with an entry on the EU form in the NCON field (New Construction) to indicate that the address was not validated in the Street Address Guide, and a REMARKS entry indicating to call when the address has been verified.

1. What can I expect to see on the end-user's CSRs from CenturyLink?

The CSR will contain all relevant information in order for you to process your request for your end-user. All proprietary information, unregulated product and service information will be filtered. Restricted information includes:

* + CPE
  + Information service
  + Product and service information for enhanced services
  + Proprietary information

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